Medicaid Waiver Management Application (MWMA)

Project Communication for Director Service Providers and Supervisors

The Medicaid Waiver Management Application (MWMA) was launched on April 17, 2015. It is a secure web based system that streamlines and implements person-centric service models, managing the intake, eligiblity enrollment and ongoing management of over 21,000 individuals enrolled in the six Medicaid Long Term Support Service Waiver programs. MWMA is based on the concepts of "no wrong door", creating a centralized system to replace paper processes through automation, to integrate with the Medicaid Management Information System (MMIS), and to provide monitoring and management controls to CHFS.

Since initial go-live, 1,382 users from over 172 Case Management Agencies are using MWMA, and they have transitioned nearly 96% of the Individuals to MWMA. With Release 5 of benefind on February 29th, additional capabilities are being added to MWMA to include Waiver Direct Service Providers and Supervisors.

The following functionality has been added for Waiver Direct Service Providers and Supervisors:

- Submit an integrated screening application for individuals who want to apply for waiver services
- Search the population of individuals they serve to find records and view the Individual Summary, Level of Care Information, Plan of Care Information, uploaded documents, and submitted screening application*
- Print the current or any historic Plans of Care that exist in MWMA*
- Submit new Incident Reports*
- Search Incidents Reports that have been submitted in MWMA*
- Submit Provider Notes for services that the provider is prior authorized to provide on the plan of care for the individual*
- Search Provider Notes that have been submitted in MWMA*
- Receive Tasks and Notifications for Incidents and Applications*

*These particular functions are only able to be performed for the Individuals who receive one or more services from the Provider Agency.

Additionally, the Individual's Case Manager, per policy, is required to perform the following actions within MWMA before Direct Service Providers and Supervisors are able to utilize these functions:

- Case Manager is required to have transitioned the Individual to MWMA
- Case Manager is required to utilize MWMA for creating the Individual's Plan of Care

We recognize that Case Management Agencies are transitioning from the current processes to MWMA, and as a result of this adoption of new processes, may not have entered the Plan of Care in MWMA at this time. In situations where this occurs, the Direct Service Providers will not be able to use MWMA for the functions noted above. If this occurs, the Direct Service Provider should continue to use the current processes and forms until the Individual has been transitioned into MWMA.

Effective February 29th, 2016, Direct Service Providers should contact an Individual's Case Manager and work with them to determine if the Individual's Plan of Care is in MWMA. Over the next 12 months, per Medicaid regulation, all Case Management Agencies are required to transition completely to MWMA and are required to have the Plan of Cares entered in MWMA.

The table below provides a list of the training materials including web base trainings and job aids that have been created to aid Direct Service Providers:

MWMA Functionality	Online Course Title	Applicable Job Aids/Quick Reference Guides	Content Overview & Updates
MWMA Overview	Medicaid Waiver Management Application Overview	o MWMA Onboarding Manual o System Login o System Navigation o Performing Searches o MWMA Task Tip Sheet o Accessing Tasks & Notifications Tip Sheet o Accessing My Tasks & Group Queue Tasks Tip sheet	o Materials provide overview of the Medicaid Waiver Management Application and onboarding and navigation guidance
Incident Management (New!)	Incident Management in the Medicaid Waiver Management Application	• Initiating an Incident Report (As a Case Manager) • Initiating an Incident Report (As a PDS Employee) • Initiating a Fact Finding Report (As a Case Manager) • Initiating an Incident Follow-up Report o Initiating a CHFS Fact Finding Report	o Materials provide instruction on submitting Incident Reports, Follow-up Reports, and CHFS Fact Finding Reports in MWMA

Table: Training Materials available for Direct Service Providers

🔔 Important Reminders

New MWMA Training Materials Now Available: Training materials covering new system functionality and updates to existing functionality are now available on the MWMA Training Portal. Materials include the MWMA User Guide, job aids, tip sheets and the web-based training courses. As a reminder, individuals must be registered TRIS users to access the training portal. Access to the Training Portal can be requested by sending your name and email address to the MWMA mailbox at MedicaidPartnerPortal.info@ky.gov.

MWMA On-boarding Survey for New Users Still Open: Organization Administrators for Direct Service Providers must complete the survey to begin using MWMA in the upcoming release. The survey can be accessed here.
IMPORTANT: <u>Only one representative per agency should complete the survey.</u>

Assistance with MWMA: If you are encountering technical issues, system error messages, or has general questions about MWMA, please contact the MWMA/Partner Portal Contact Center. Representatives are available Monday-Friday from 8 a.m. to 5 p.m. Eastern Time and can be reached at 1-800-635-2570. (After the DMS welcome message plays, press "1", "6" and "2" to be transferred directly to the MWMA Contact Center.) The Contact Center can also be reached at wcm_implementation@ky.gov.